National Aeronautics and Space Administration

IT Infrastructure Integration Program (I^3P) Acquisition

Office of the Chief Information Officer

July 23, 2008

Agenda

- Administrative Remarks
- Strategic Goals
- NASA Office of Procurement
- I^3P Overview
- I^3P Acquisition Strategy
- Small Business Perspective
- Questions and Answers
- Future Events/Closing Remarks

Safety and Administrative Information

Fire Exits

Restrooms

Question/Comment Cards

General Information

- The National Aeronautics and Space Administration (NASA) intends to procure services to provide agency-wide management, integration, and delivery of IT infrastructure services.

- NASA intends to procure these IT infrastructure services through several component contracts that are collectively known as the IT Infrastructure Integration Program (I^3P) Acquisition.

- NASA also intends to procure Enterprise Applications Services.

General Information

- There will be follow-on Industry Days associated with each individual procurement. The various component procurements will be organized and managed by the assigned NASA Center.
- Draft Request for Proposals (RFP's) for the component acquisitions will be released on a subsequent date.
- The information presented today is pre-decisional.

Goals

- The goals of Industry Day are to:
  - Communicate NASA's I^3P acquisition plans
  - Describe IT infrastructure requirements
  - Establish an interested parties list
  - Introduce key government personnel
  - Promote competition

Disclaimer

- These slides are for information and general planning purposes only. No solicitations exist at this time.

- This presentation shall not be construed as a commitment by the Government or as a comprehensive description of any future requirements.

- When solicitations are released, they will be synopsized by NASA in the FedBizOps and on the NASA Acquisition Internet Service.

National Aeronautics and Space Administration

Strategic Goals

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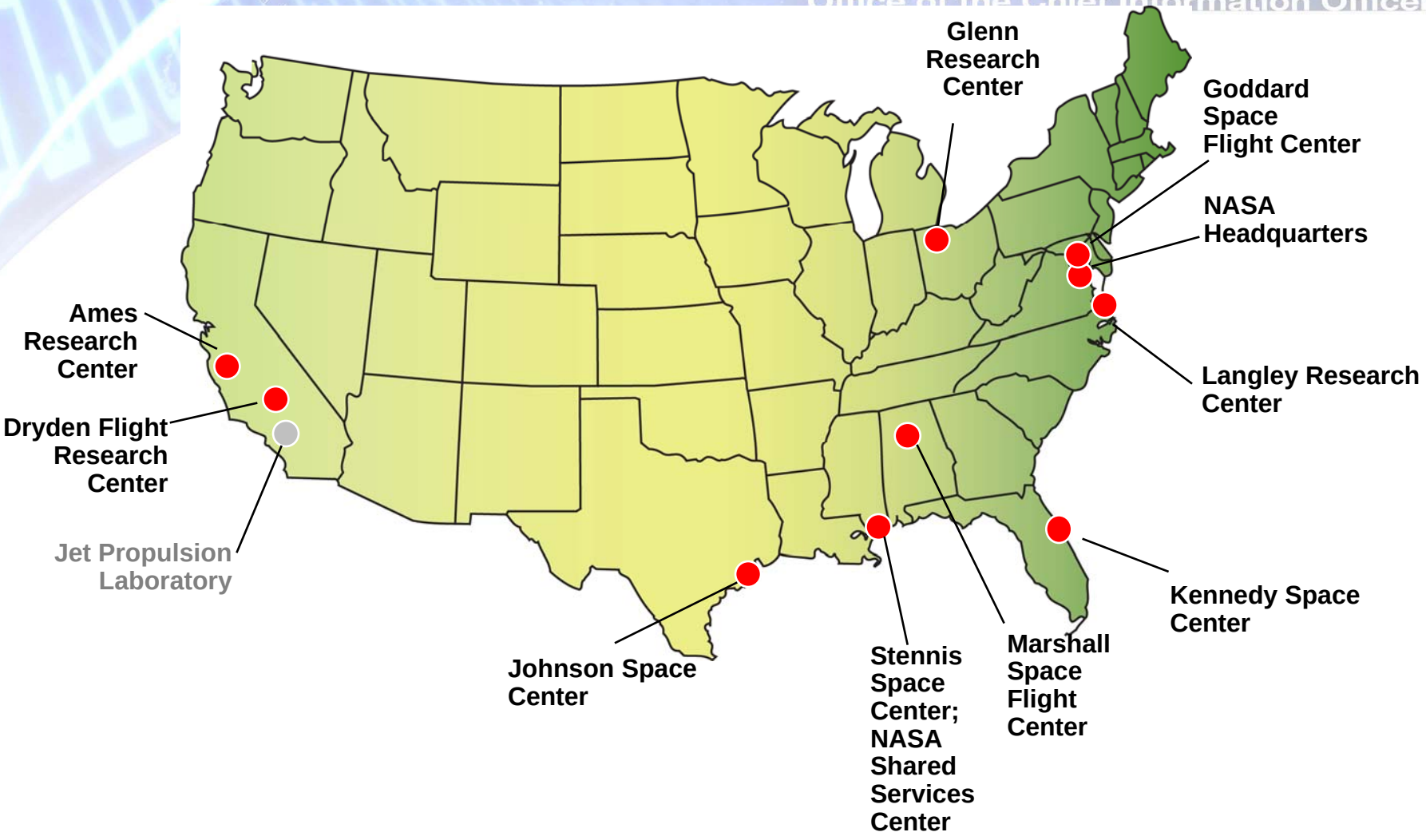
Jonathan Pettus

NASA Centers



NASA's IT Environment

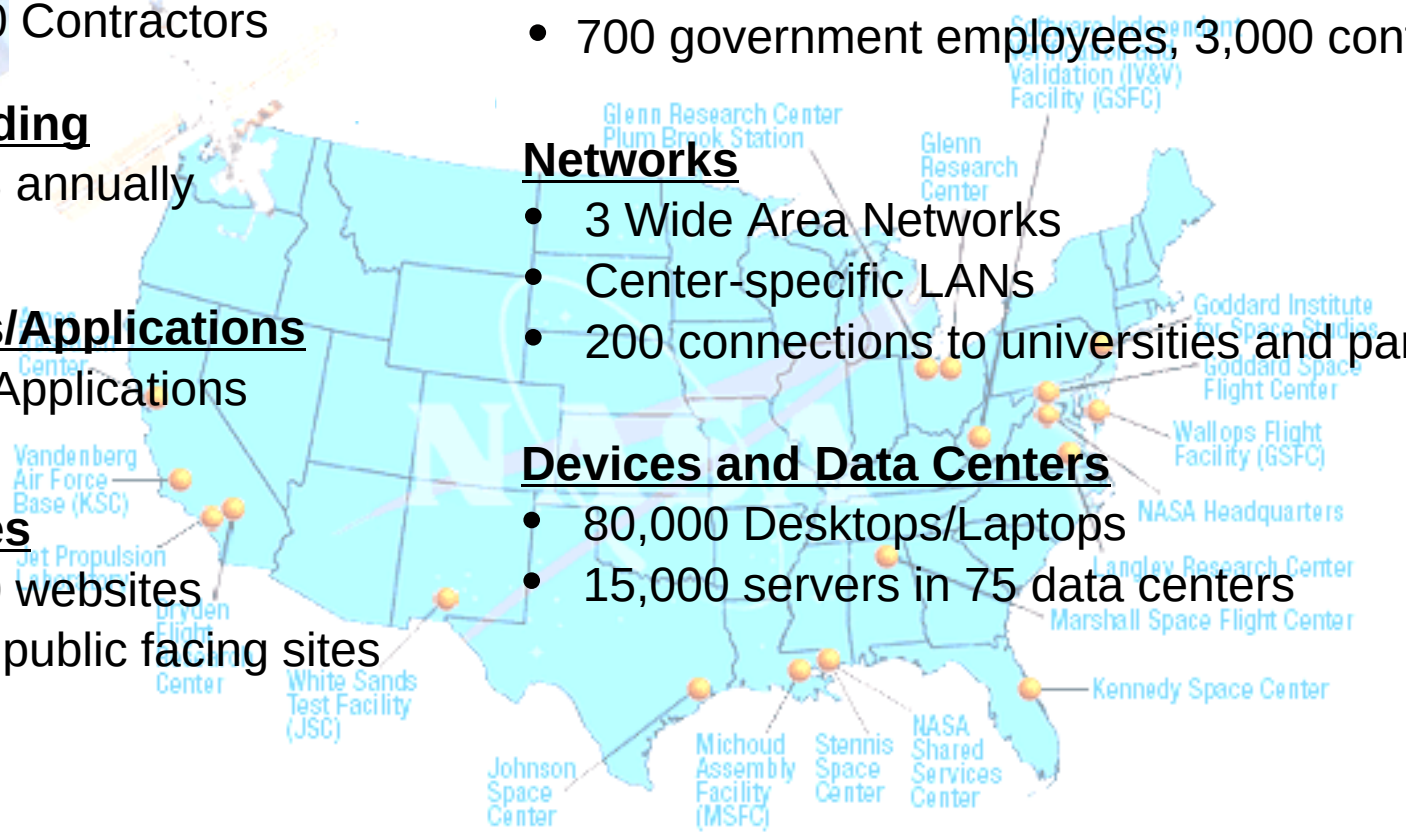
Users
- 18,000 Employees
- 44,000 Contractors

IT Spending
- $1.8 B annually

Systems/Applications
- 4,500 Applications

Websites
- 8,000 websites
- 2,000 public facing sites

NASA IT Workforce
- 3,700 IT FTE
- 700 government employees, 3,000 contractors



Networks
- 3 Wide Area Networks
- Center-specific LANs
- 200 connections to universities and partners

Devices and Data Centers
- 80,000 Desktops/Laptops
- 15,000 servers in 75 data centers

Four Key Principles for IT at NASA

- **IT at NASA serves to enable NASA's mission**
- **We will implement information technology that enables the integration of business (mission) processes and information across organizational boundaries**
- **We will implement information technology to achieve efficiencies and ensure that our IT is efficiently implemented**
- **We will implement secure IT solutions**

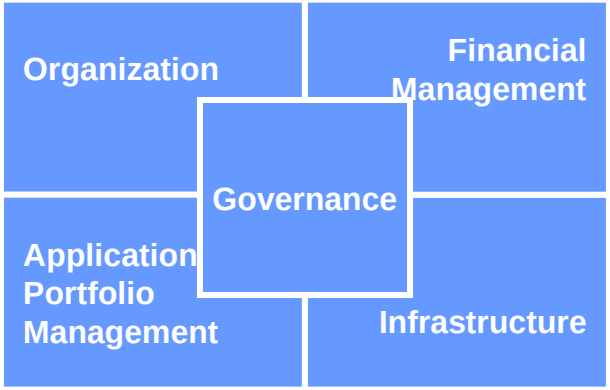
Strategic Initiatives

(approved by SMC, Sep 2007)

Overall – Reaffirm and clarify the role of the CIO and define core IT services that shall be delivered by the CIO

Organization - Realign NASA IT organization to reflect the role of the CIO and better connect the CIO with customers

Application & Tools Assign ownership of application portfolios and create a CIO-facilitated process to drive application standardization and efficiencies



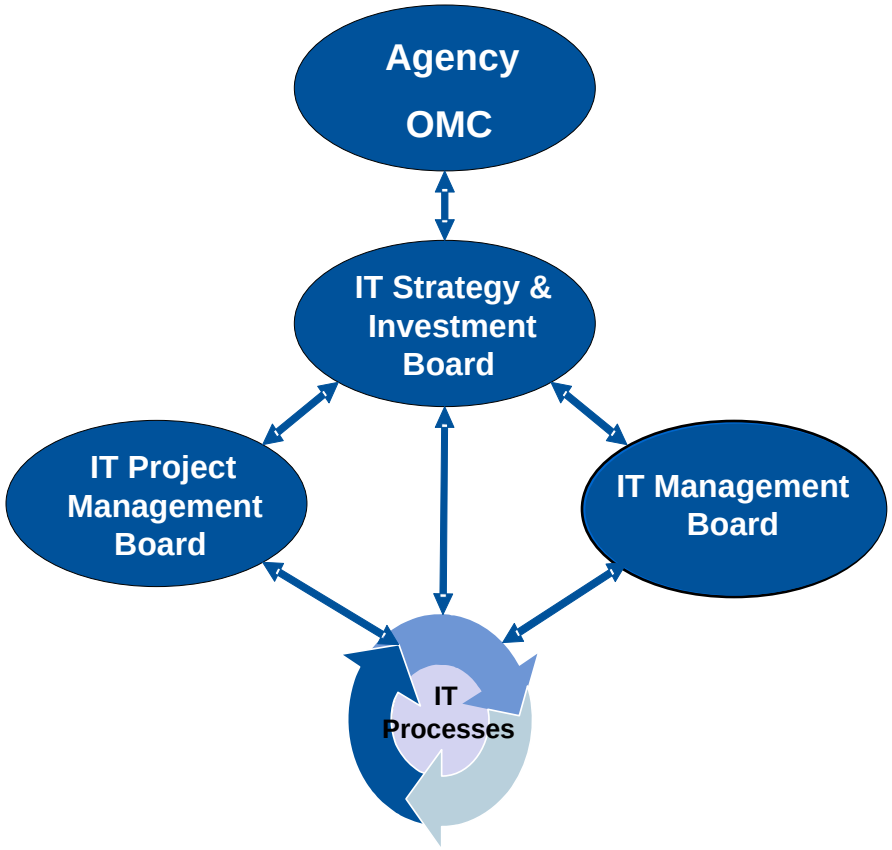
Governance – Create governance structure and processes to engage key stakeholders, inform IT investment decisions, and apply project management discipline to IT projects

Finance – Increase visibility into IT budgeting and spending through management controls and fund base IT services through CIO managed funding

Infrastructure – Improve integration, security, and efficiency by consolidating infrastructure and management control

NASA IT Governance Structure

- **IT Strategy and Investment Board (SIB)**
  - Senior level stakeholders from Mission Directorates, Mission Support, and Centers
  - Decisions regarding IT Investments (prioritization and selection), Enterprise Architecture, and NASA-wide IT policies/processes.
- **IT Program Management Board (PMB)**
  - Decisions regarding application and infrastructure projects to ensure that investments approved by the IT strategy and Investment board stay on track during design and implementation.
- **IT Management Board (ITMB)**
  - Oversight of supply-side of IT (service delivery, technical standards, operational issues) operation issues



Infrastructure Integration Strategy

Business Challenge

- NASA's IT infrastructure is implemented and managed in a fractured way that inhibits collaboration across NASA, increases complexity, is difficult to secure and drives excessive costs.

Strategy

- Clearly define that the CIO shall provide reliable and efficient infrastructure services
- Standardize and consolidate infrastructure to provide end-to-end visibility, reduce costs and enable collaboration

Results/Benefits

- Seamless IT infrastructure that enables collaboration
- Significant reduction in operating costs
- Reduced complexity for managing IT services across the Agency
- Improved IT security

NASA-Industry Partnership

- A significant transformation of NASA's IT management and infrastructure is underway. The changes enable NASA's mission by:
  - Better integrating the agency's people, processes, and information
  - Improving security
  - Achieving cost savings

- The I^3P procurements represent a critical step in that transformation…a successful partnership with industry will be a critical factor toward achieving our goals

What do we need from industry to succeed in transforming IT to enable NASA's mission?

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NASA Office of Procurement

Bill McNally
Assistant Administrator
for Procurement

Overall I^{3}P Acquisition Strategy

NASA must maximize its buying power to increase its Return on Investment (ROI)

Overall I^{3}P Acquisition Strategy

- *<u>OMB's Strategic Sourcing Initiative</u>*
  - Identify strategic business solutions that leverage the vast buying power of the Federal government
  - Improve the way the Federal government spends $400 billion annually
  - Ensure that each dollar spent returns value to the taxpayer
  - Critically analyze an organization's spending and use this information to make business decisions about acquiring commodities and services more effectively and efficiently

Overall I^{3}P Acquisition Strategy

- *Implementation at NASA*
  - Agency-wide acquisitions where they make sense
  - Conducting business more effectively
    - Operational Efficiencies
    - Cost Savings
  - Ensure NASA IT enables the mission

Overall I^{3}P Acquisition Strategy

- *<u>Maximize and Optimize Competition</u>:* establish and take advantage of a competitive environment to meet NASA requirements
  - Early market research and continual communication with Industry
  - Focus on getting Industry's best solution, commitment and lower cost
  - Inform and seek Industry input throughout the acquisition

Overall I^{3}P Acquisition Strategy

- *Requirements:* clearly specify what is to be acquired
  - *Zero-based* approach in developing requirements
  - **Get Industry's input as requirements are developed!**
  - Clearly specify what NASA will do and what Industry will do
  - Focus on Performance Outcomes and allow Industry to determine the Best Way to achieve desired outcomes
  - Look at Commonality: technical requirements and reporting

Overall I^{3}P Acquisition Strategy

- *Performance Incentives*: use to enhance desired outcomes
  - Focused on successful outcomes for technical, cost and schedule performance, small business
  - Shared Savings, Cost Management and Lower Life Cycle Cost
- *Common NASA Contracts and Strategies*
  - Common face to Industry

Overall I³P Acquisition Strategy

- *I³P Procurement Execution*
  - Each I³P procurement will be accomplished at an assigned NASA Center
  - Each will follow the above top-level strategy
  - Industry needs to stay engaged and communicate with the assigned Center for each procurement

Maximize Return on Investment for Industry and NASA!

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I^{3}P Overview

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Mike Hecker

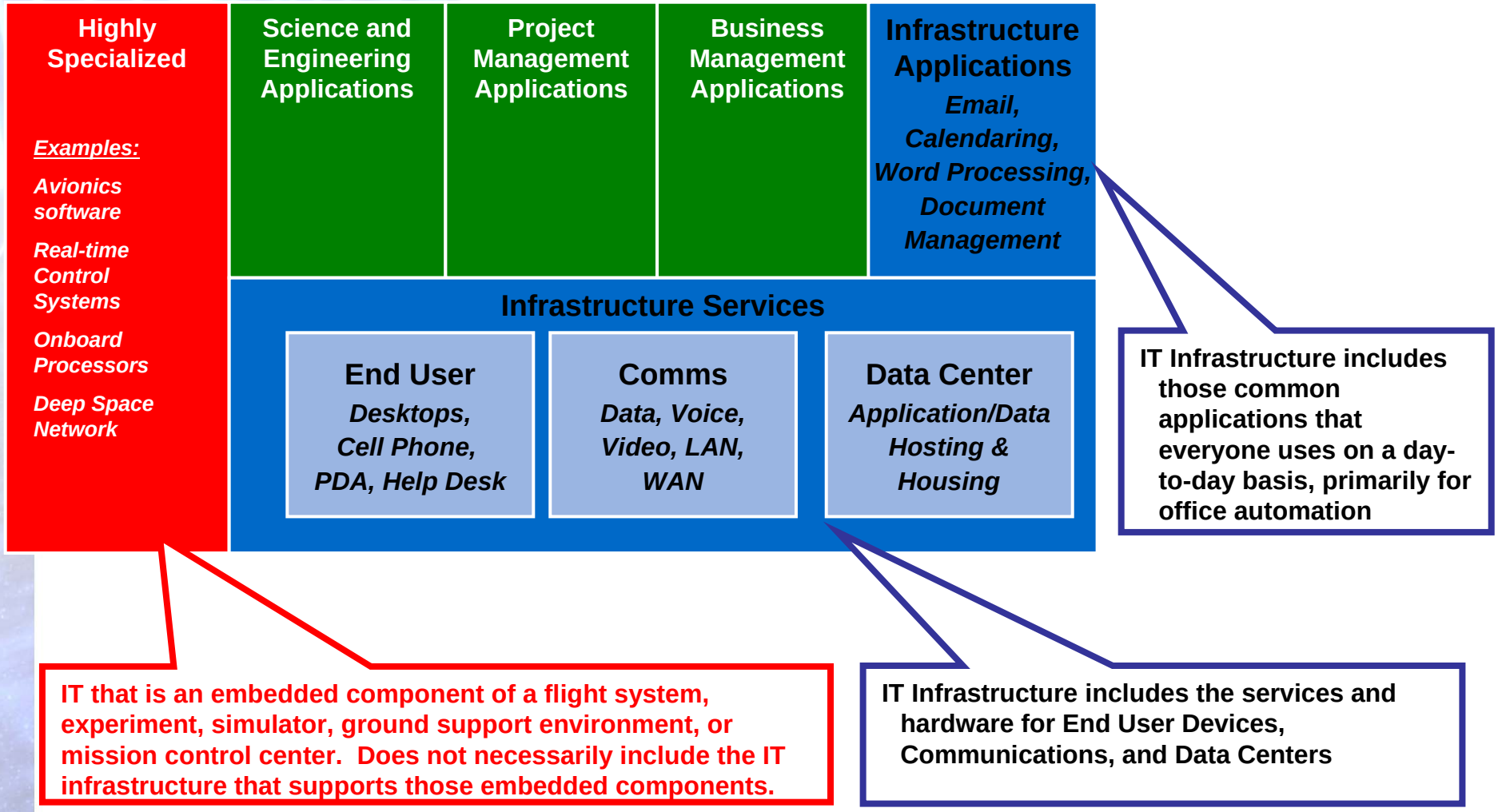
Requirements for Infrastructure Integration

- **Based on Gap Analysis of Existing Capabilities, NASA Identified Six Top Level Initiatives for Infrastructure Integration**
  1. Define network perimeter and consolidate network management
  2. Establish Agency network visibility of IT assets and consolidate Agency security monitoring and management
  3. Enable cross-Center collaboration and strengthen user authorization
  4. Migrate systems to physically secure and properly managed data centers
  5. Make NASA's Information Easier to Discover and Access
  6. Standardize and consolidate the management of end-user devices

- **OCIO has Set a Strategy for Meeting These Requirements**
  - First Priority is Communications: Consolidate and Secure NASA's Networks
  - In Parallel, Move End User Devices to ODIN as a Single Service Provider
  - Next Step, Evolve and Implement Enterprise Data Center Strategy
  - Continue Migration of Web Content to the NASA.GOV Portal
  - Execute Using Existing Contracts, Eventually Transition to a Set of Agency-wide Contracts for IT Services

- **To Implement, OCIO is Managing Transition as a Program**
  - Established IT Infrastructure Integration Program (I^3P)
  - Developed Transition Plan for Services Related to End User Devices, Data Centers, Communications, and Infrastructure Applications

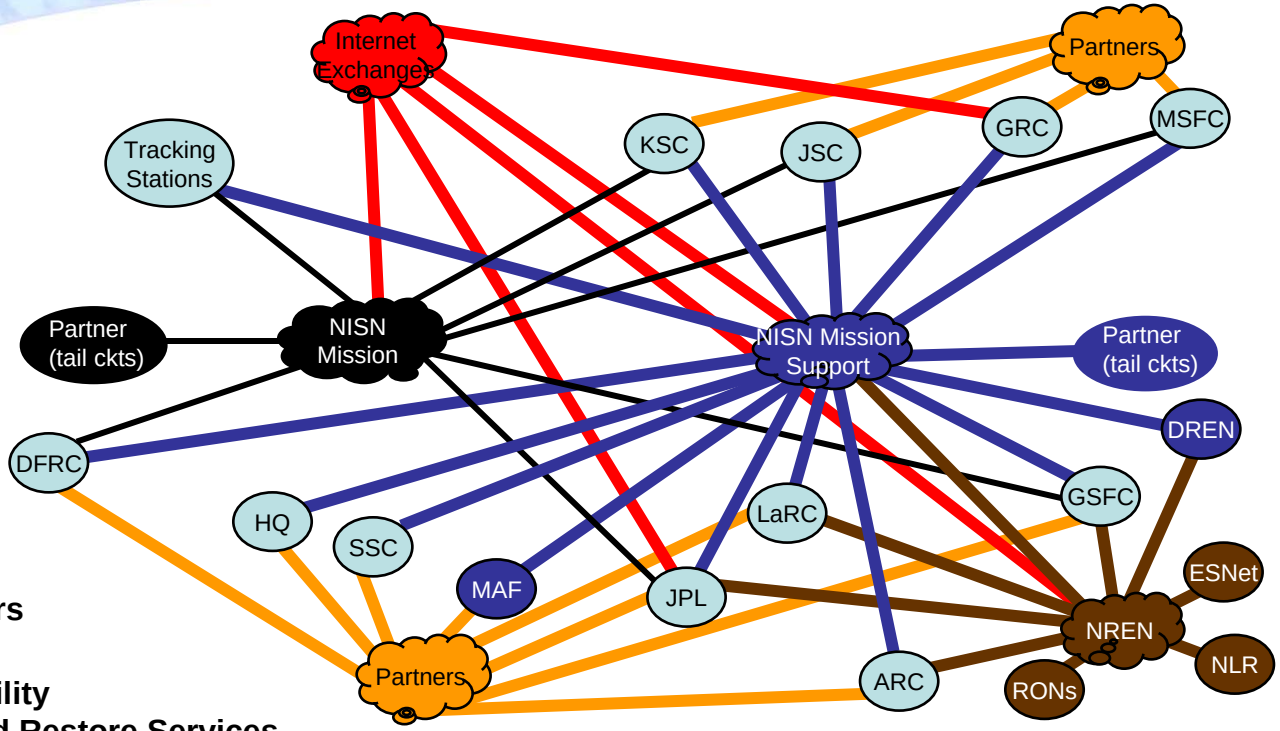
Scope of NASA's IT Infrastructure



Communications Services

"As-Is" and "To-Be" Architectures

- **Services**
  - **Data, Voice, Video Transport**
  - **Network Management**



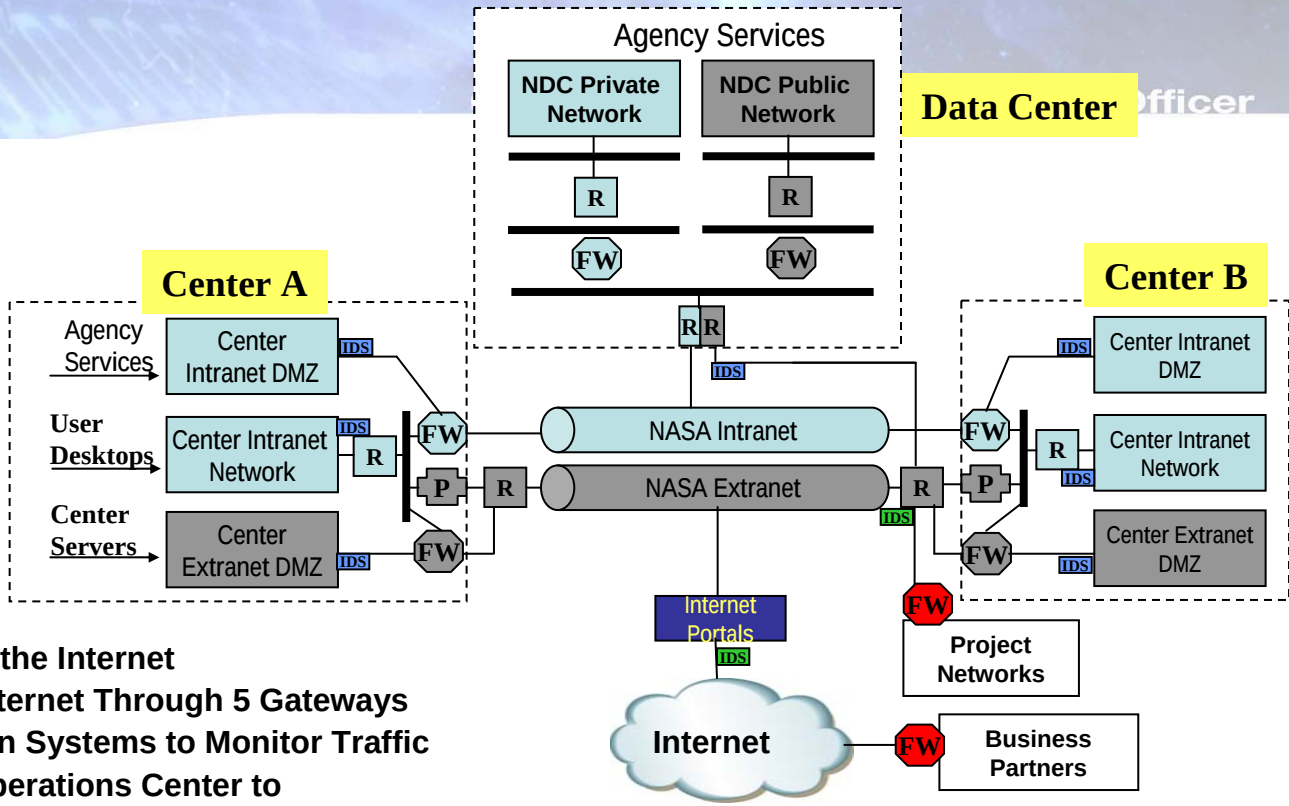
- **Current State and Gaps**
  - **Over 20 Networks and 156,000 Network Devices**
  - **Collaboration between Centers is Difficult**
  - **No End to End Network Visibility Hinders Ability to Monitor and Restore Services**
  - **Higher Labor Costs Due to Duplicated Services such as Network Management**

- **Target State**
  - **Integrate WANs/LANs into Single NASA Network (NASA Intranet)**
  - **Establish Secure Entry Points to Internet (Trusted Internet Connections, TIC)**
  - **Establish Controlled Areas for Sharing Information with Partners (Demilitarized Zones, DMZ)**

Communications Services

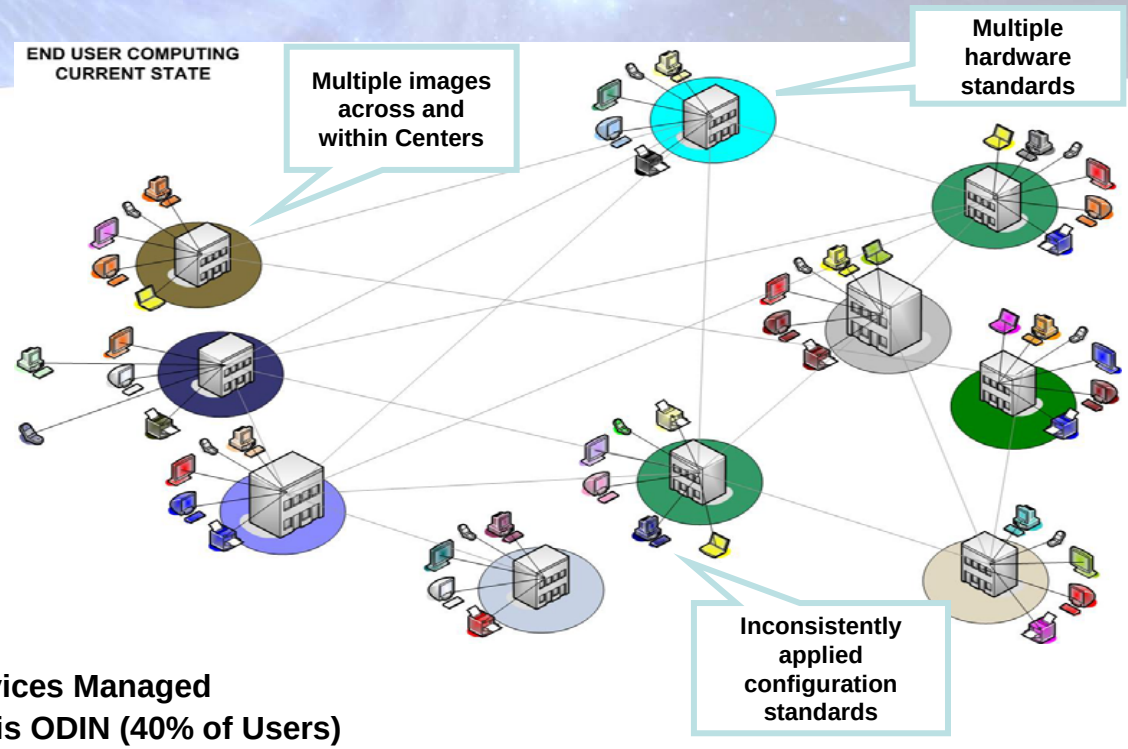
"To-Be" Architecture and Transition Plan

- **Completed**
  - Defined Zoned Architecture for Consolidated Network
  - Define Consolidated Firewall Rules Sets
- **FY08**
  - Implement Zoned Architecture
  - for Wide Area Backbone
- **FY09**
  - Establish Secure Entry Points to the Internet
    - Reroute All Connections to Internet Through 5 Gateways
    - Utilize DHS Intrusion Detection Systems to Monitor Traffic
    - Establish a Single Security Operations Center to Analyze and Respond to Attacks
  - Begin Integrating Center LANs into NASA Intranet
  - Expand Bandwidth Capacity of Wide Area Network
- **FY10**
  - Complete Consolidation of Networks into NASA Intranet
  - Begin Managing Communications as an Enterprise Set of Services
- **Areas Still in Trade**
  - GFE Communications Hardware or Procure Service



End User Services

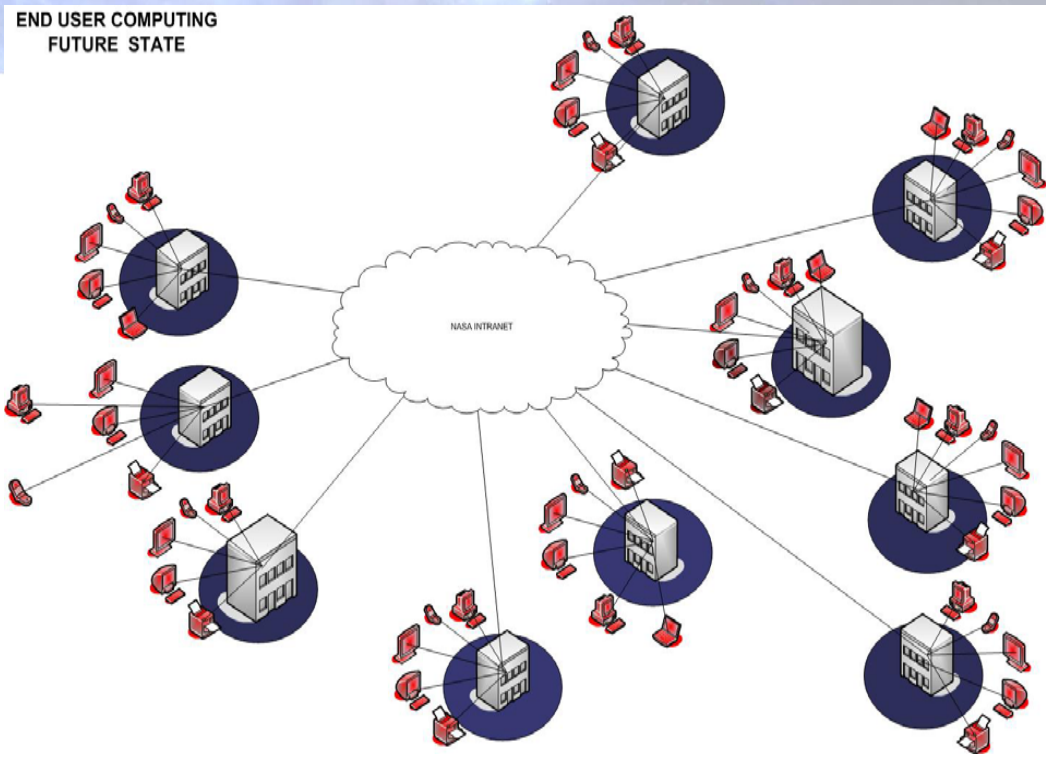
"As-Is" and "To-Be" Architectures



- **Services**
  - Provision Desktops, Laptops, PDAs, Cell Phones, Printers and Peripherals
  - Desk-side Technical Support
  - Provide Agency-wide Helpdesk Services
  - Provide Directory Services
- **Current State and Gaps**
  - 62,000 End Users Supported and 88,000 Devices Managed
  - Multiple Service Providers Utilized, Largest is ODIN (40% of Users)
  - Multiple Solutions for Email, Calendaring, Instant Messaging
  - Cost and Quality of Service Varies from Center to Center
  - Multiple Plans, Certifications, and Accreditations Utilized to Ensure IT Security
- **Target State**
  - Single Service Provider for End User Hardware and Services
  - Improved Security and Management of Assets Through Standardized Desktop Configuration
  - Agency-wide Solutions for Email, Calendaring, Collaboration, and Other Office Automation Applications

End User Services

Target Architecture and Transition Plan

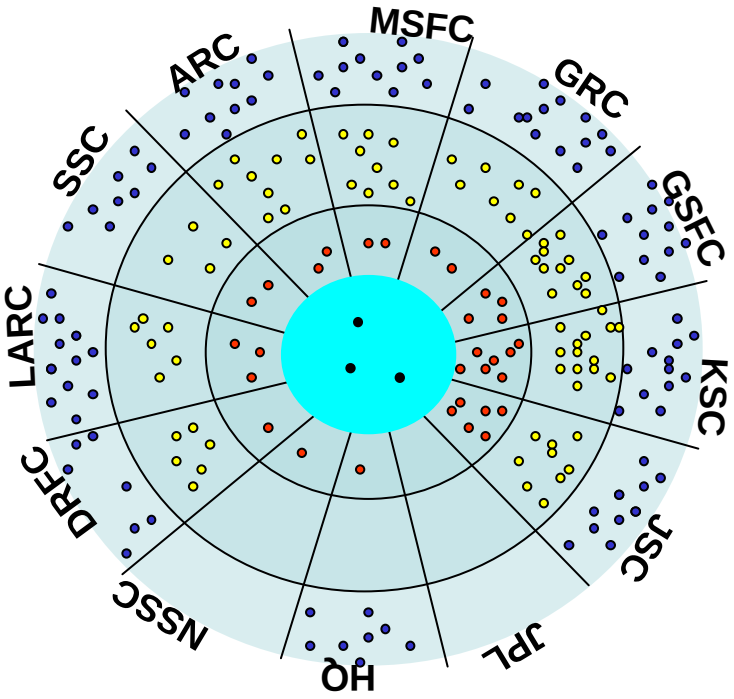


- **Completed**
  - **Transition Government Desktops, Laptops, Cell Phones to Single Service Provider**
  - **Improve Security by Encrypting Data in Motion**
- **FY08**
  - **Begin Transitioning Support Contractors to Single Service Provider Using GFE Model**
  - **Implement Improved Security by Deploying Federal Desktop Core Configuration (FFDC)**
  - **Implement Improved Security by Deploying Encryption for Data at Rest (DAR)**
- **FY09-10**
  - **Complete Transitioning Support Contractors to Single Service Provider Using GFE Model**
- **Areas Still in Trade**
  - **None**

Data Center

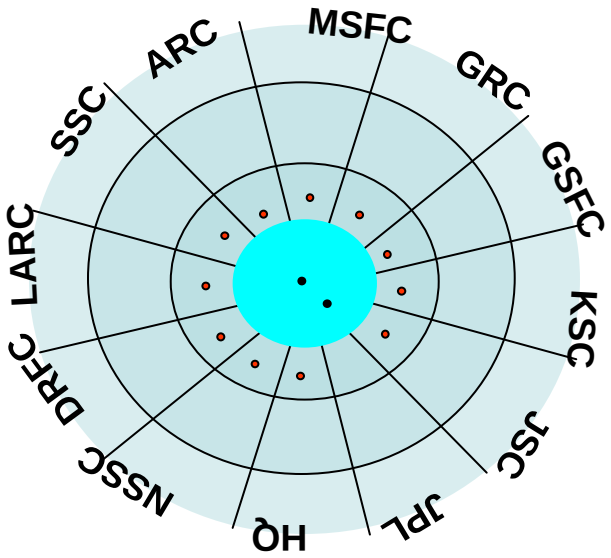
"As-Is" and "To-Be" Architectures

- **Services**
  - Servers and Storage for Applications and Data
  - Management of Hardware, Operating System
  - Monitoring of Applications
- **Current State and Gaps**
  - 3 Data Centers Managed by Agency
  - 75 Total Data Centers
  - 15,000 servers spread across NASA
  - Large Capital Investment Required to Upgrade In-House Data-Centers
  - Availability and Disaster Recovery Inconsistent Between Data Centers
- **Target State**
  - Consolidate Services into a Single Set of Agency Data Centers
  - If Necessary, Maintain Small Consolidated Data Center at Each NASA Center



Data Center

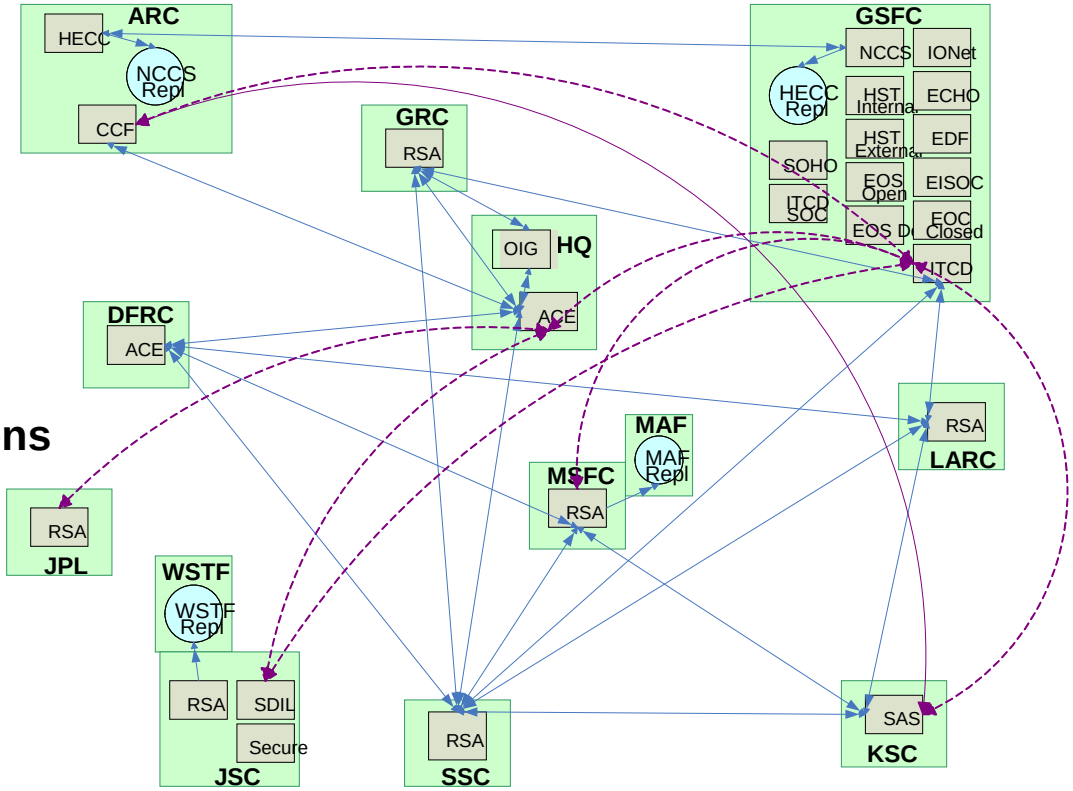
"To-Be" and Transition Strategy



- **FY08**
  - Complete Business Case
- **FY10**
  - Transition Agency-wide Applications Currently Supported by Three of NASA's Data Centers
  - Includes NOMAD, IEMP, ICE, STI, Website Services/NASA.GOV
- **FY11-14**
  - Transition Other Agency-wide Applications (Directory Services, Patch Management)
  - Housed at Various Data Centers at NASA Centers
  - Transition Center Back Office Support (Desktop Backup, Shared Drives, File Servers)
  - Transition Program, Project, and Center Specific Applications
- **Areas Still in Trade**
  - Services Provided Commercially Offsite or Upgrade Government Facility
  - Exploring Options to Accelerate Schedule by 1-2 Years
  - Reviewing Availability and Reliability: Tier II+, Tier III, Multi-Tier
  - Determining Need and Size of Local Data Centers at Each Center

Infrastructure Applications: Authentication & Authorization Services

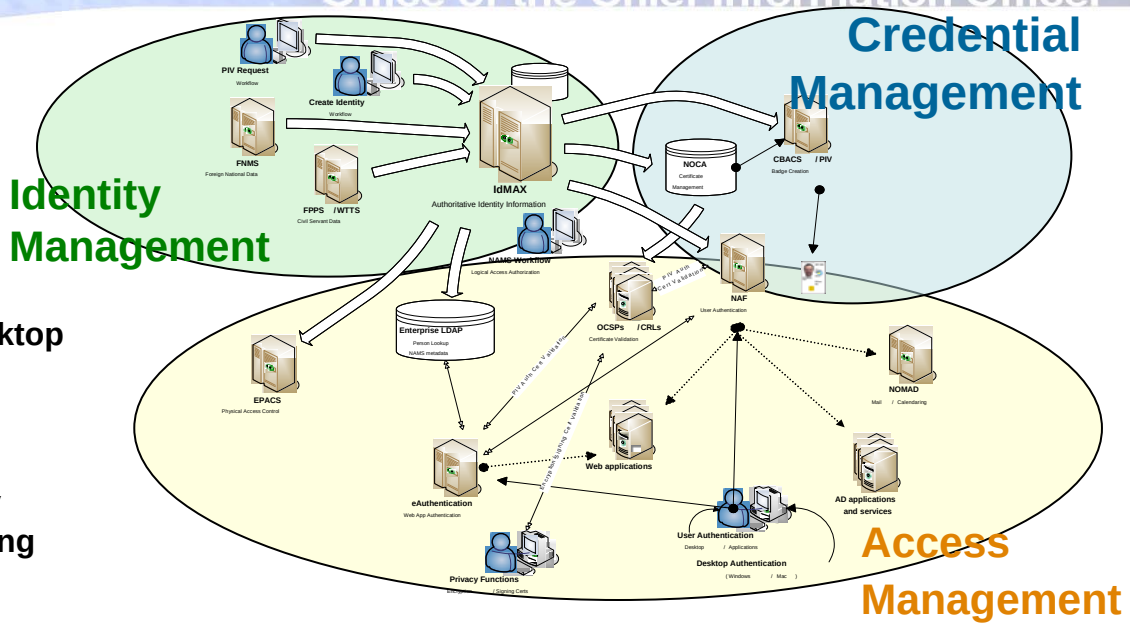
"As-Is" and "To-Be" Architecture



- **Services**
  - **Authentication Device Management**
  - **User Identity Management**
  - **User Authentication Management**
- **Current State of the Services/Operations**
  - **Each Application Develops Own Protocols for Access**
  - **Each Center Develops Own Protocols for Remote Access**
  - **Users Required to Remember Multiple Passwords, Use Different Procedures**
  - **Varying Level of Security Implemented**
- **Target State**
  - **Agency-wide Solution for Managing Identity and Access to Facilities and IT Services**
  - **Implement Stronger Security Through Two Factor Authentication**
  - **Enable Role Based Access to Services**
  - **Achieve Single Sign On: Single Process and Password for Accessing IT Services**

Infrastructure Applications: Authentication & Authorization Services

"To-Be" and Transition Plan



- **FY08**
  - **Enable 2 Factor Authentication to the Desktop via SmartCards**
  - **Enable 2 Factor Authentication for Web Applications via SmartCard or Token**
  - **Transition of Applications with Personally Identifiable Information (PII) to Using Strong Authentication**
- **FY09**
  - **Complete Deployment of Agency-wide Services for Authentication and Authorization**
  - **Transition High Risk Systems to Strong Authentication**
- **FY11**
  - **Transition All Applications Containing Sensitive Information to Using Strong Authentication**
- **Areas Still in Trade**
  - **None**

Infrastructure Applications: Website Services

"As-Is" and "To-Be" Architectures

- **Services**
  - **Content Management for Websites**
  - **Development of Web Content**
  - **Content Delivery**
- **Current State and Gaps**
  - **Over 8,000 Internal/External Websites on 800 Servers, Largest Site is NASA.GOV**
  - **Multiple Agency, Centers, and Programs Web Environments Increases Cost**
  - **Search and Retrieval of Information Difficult Due to Federated Implementations**
  - **Inconsistent Enforcement of Security, Privacy, and 508 Requirements**
- **Target State**
  - **Transition Server Hardware to Enterprise Data Center, Consolidate into a Single Web Support Environment**
  - **As Sites go Through Redesigns or Major Upgrades, Transition to Portal Infrastructure for Content Management, Authoring, and Publishing**
  - **Continue to Improve the Portals Technologies for Ease of Use, Search, Dynamic Content, Etc.**

Infrastructure Applications: Website Services

"To-Be", and Transition Plan

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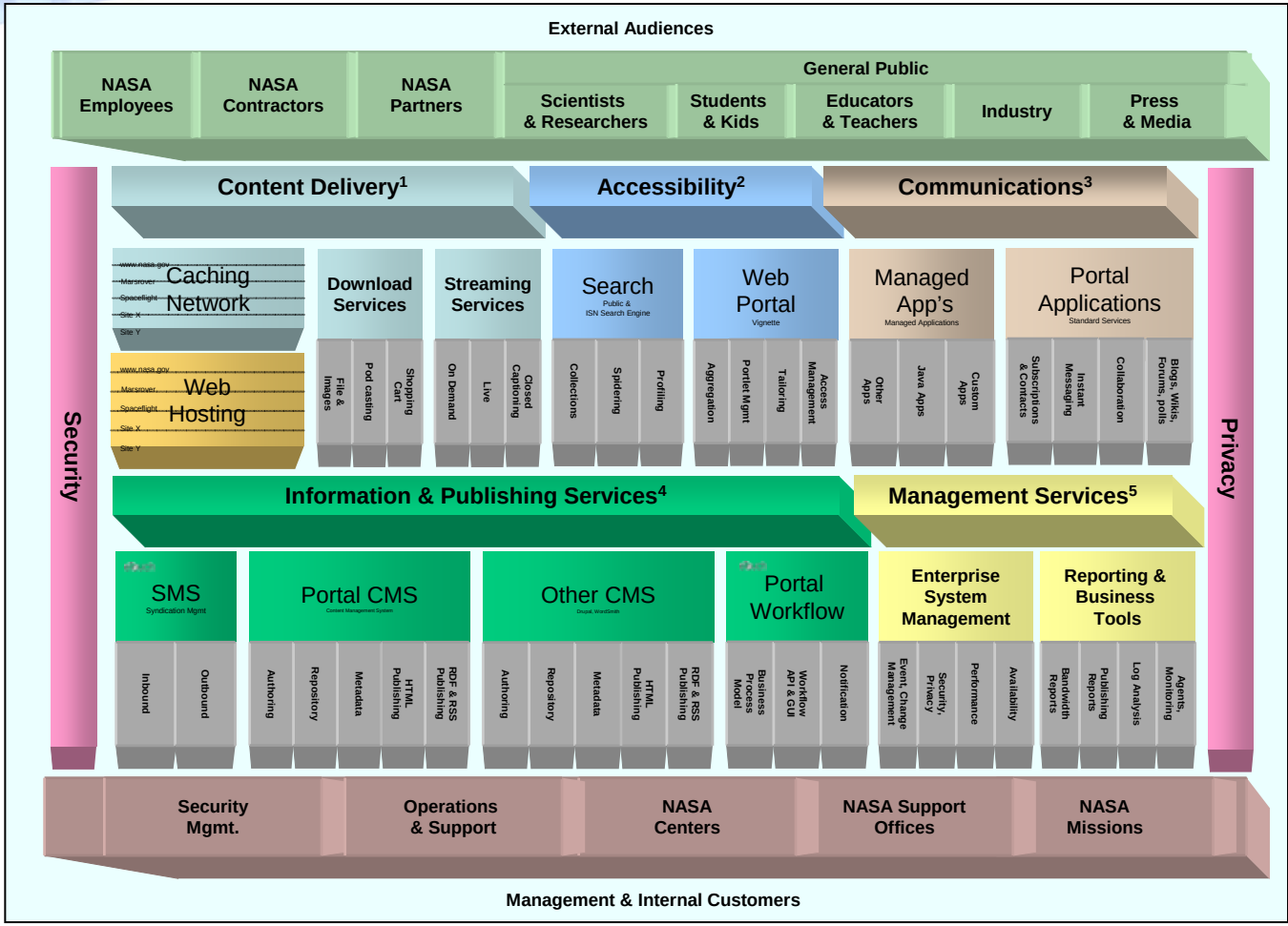
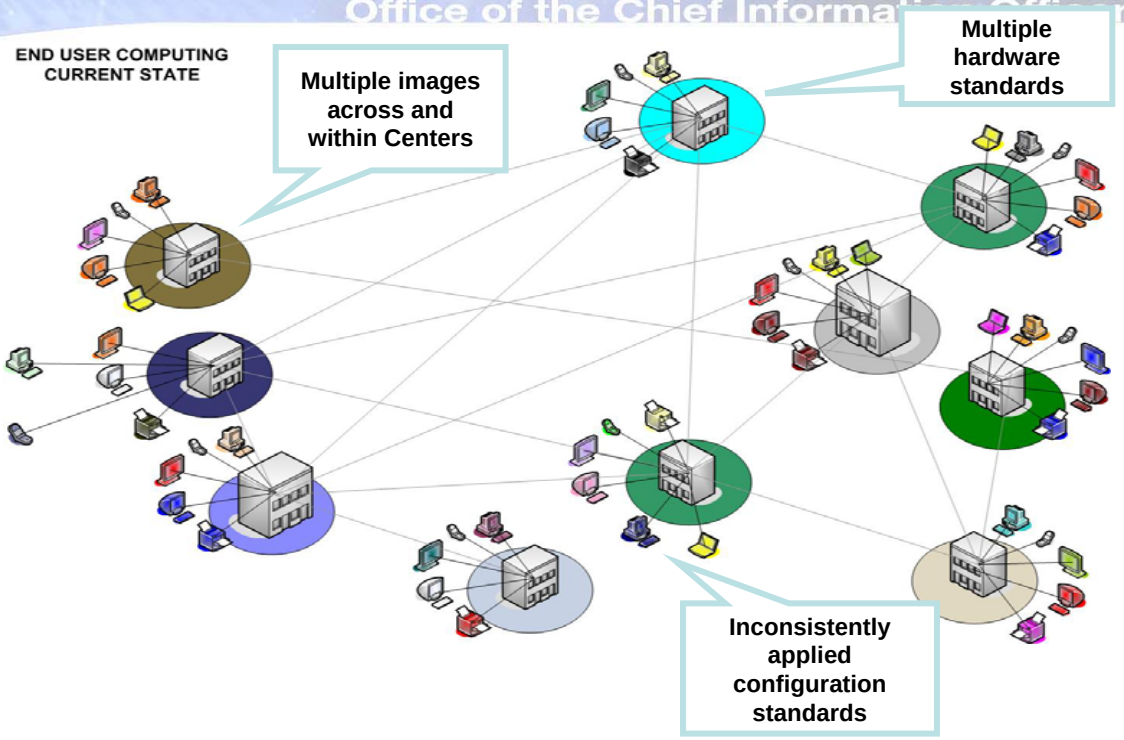
- **FY08-10**
  - **Continue Migration of Hardware Content to Agency's Website Services Providers**
- **FY10**
  - **Transition System Hosting to Enterprise Data Center**
- **Areas Still in Trade**
  - **None**



Infrastructure Applications: Collaboration Services

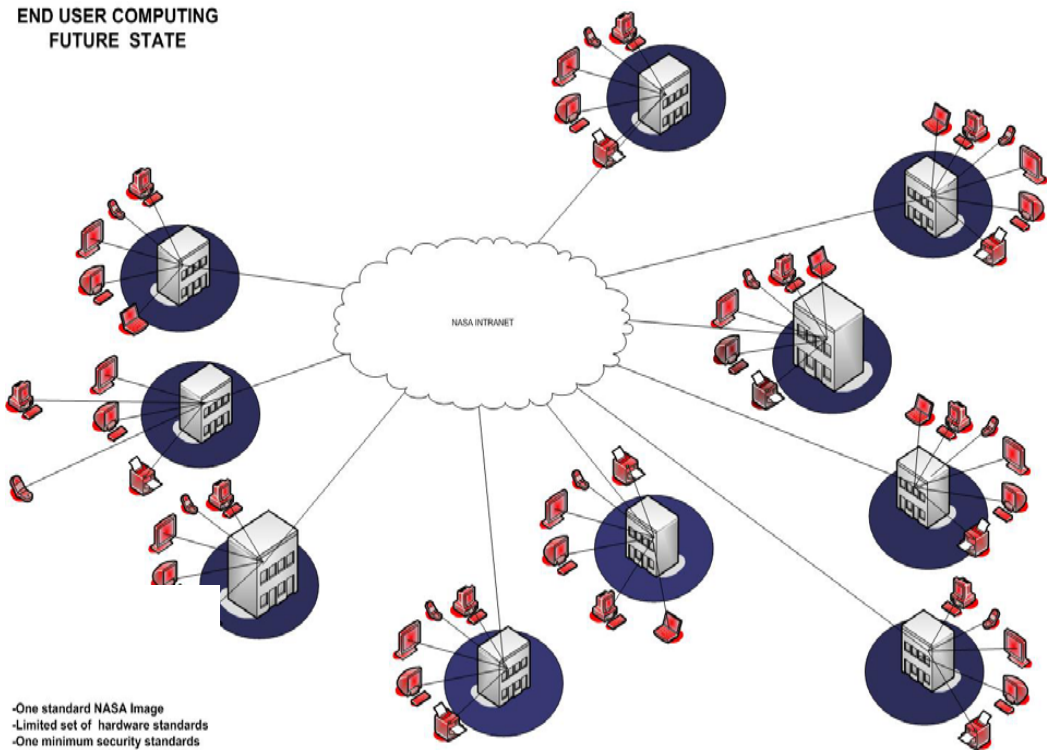
"As-Is" and "To-Be" Architecture



- **Services**
  - **Email and Calendaring**
  - **Document Management**
  - **Instant Messaging**
  - **Personal and Project Websites**
  - **Wikis, Blogs, Micro-Blogs**
- **Current State and Gaps**
  - **Implementation of Multiple Collaboration Tools is Inefficient**
  - **Implementation of Multiple Collaboration Tools Actually Hinders Collaboration**
- **Target State**
  - **Rationalize and Consolidate Tools**

Infrastructure Applications: Collaboration Services

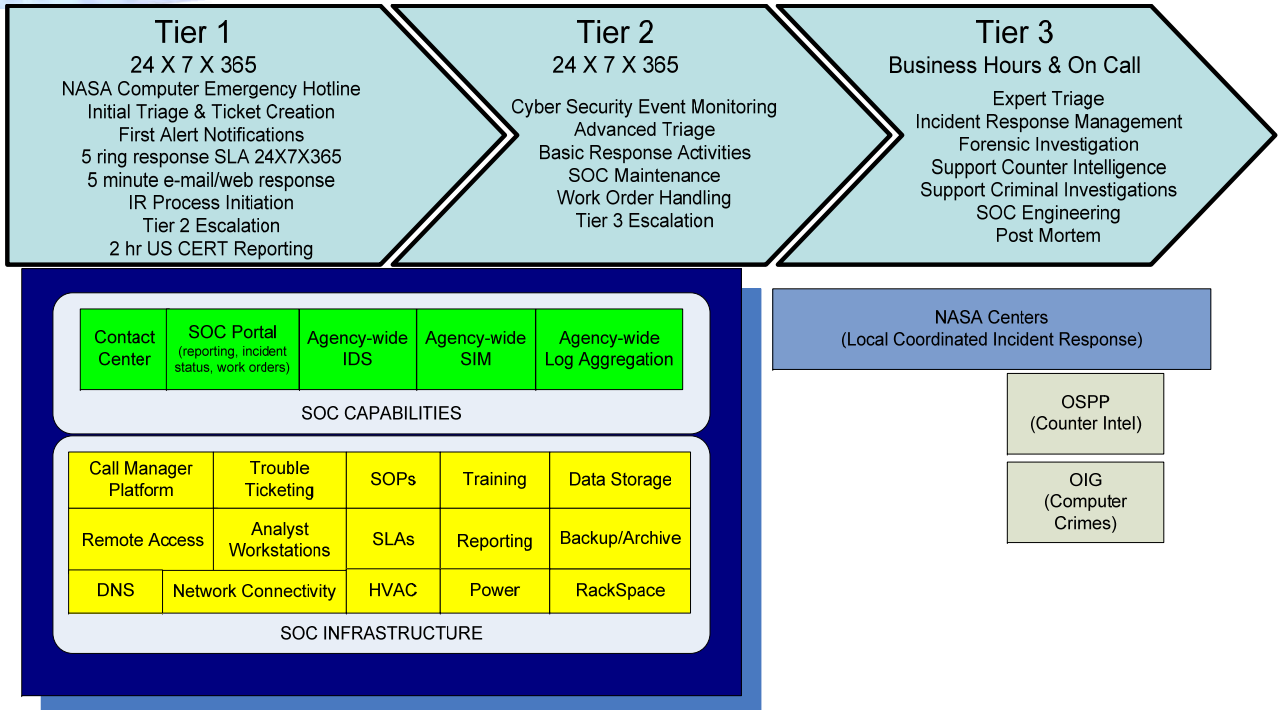
"To-Be", and Transition Plan



- **Completed**
  - **Transition Agency to Single Email and Calendaring System**
- **FY09**
  - **Implement Enterprise Solution for Instant Messaging**
  - **Implement Enterprise Solution(s) for Personal and Project Websites and Portals**
  - **Deploy Exchange 2007**
- **Areas Still in Trade**
  - **As NASA Builds out a Set of Enterprise Services, All Collaboration Tools will be Re-evaluated**

NASA SOC

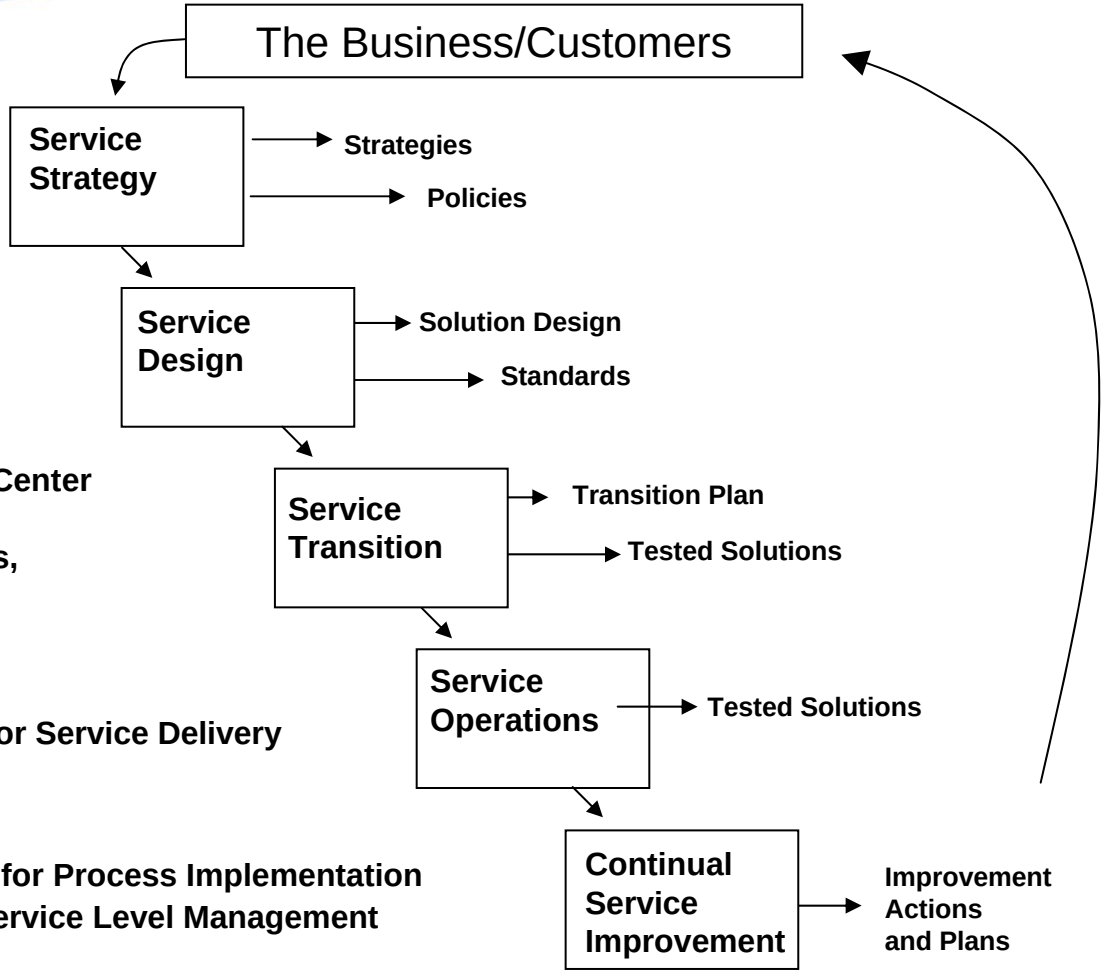
- **Current State**
  - **Multiple overlapping security services**
  - **Local management with limited Agency visibility**
  - **Repetitive monitoring of networks**
  - **Inconsistent security tools implementation**
  - **Uncoordinated response**
- **Future State**
  - **Coordinated response across Agency**
  - **Consistent monitoring across Agency**
  - **Agency visibility with local support**



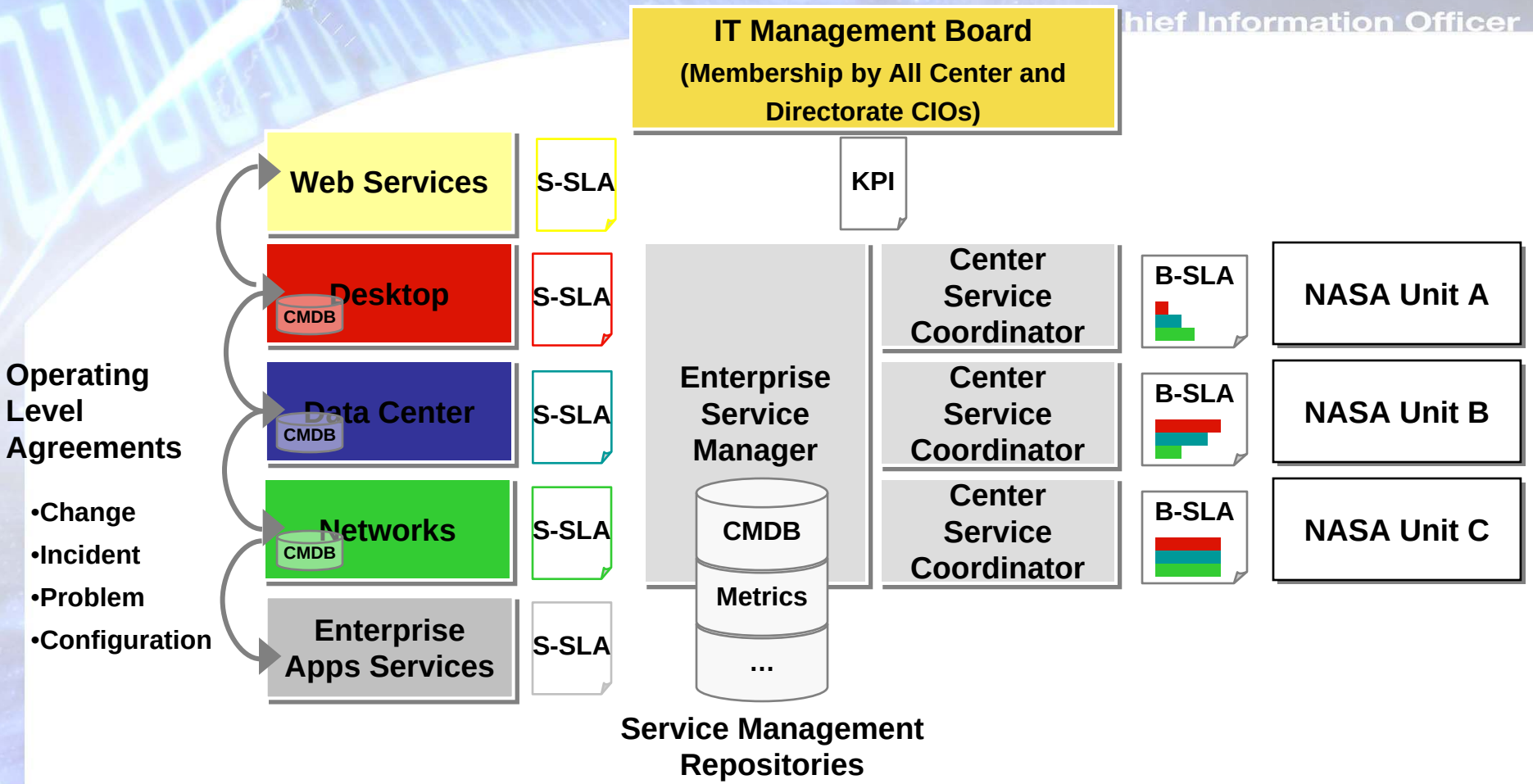
- **FY08**
  - **Single incident management environment**
  - **Coordinated incident response across Agency**
  - **Consistent incident notification**
- **FY09**
  - **Coordinated deployment of tools for IT Security visibility**
  - **Centralized tools management and deployment**
  - **Agency security services across all parts of NASA**

Managing Service Delivery

- **Services**
  - Management of IT Infrastructure Services
  - Includes Processes Such as Configuration Management, Release Management, Help Desks, Capacity Management
- **Current State and Gaps**
  - Service Delivery is Currently Managed on by Projects by Project, Centers by Center Basis
  - As NASA Moves to Enterprise Services, Few Enterprise Processes Exist
- **Target State**
  - Implement ITIL Compliant Processes for Service Delivery
- **Transition Plan**
  - FY08: Develop Strategy and Roadmap for Process Implementation
  - FY08: Define Detailed Processes for Service Level Management
- **Areas Still in Trade**
  - NASA Define Detailed Definitions for All, Some, or None of the ITIL Processes
  - Proper Division Between Government and Industry for Monitoring and Executing Service Delivery



Service Delivery Model



KPI: Key Performance Indicators

B-SLA: Business Service Level Agreement

S-SLA: Service Provider Service Level Agreement

What Does Success Look Like?

- Systems can be seamlessly deployed, utilized and secured across Center boundaries
- We are investing in the right IT solutions that provide the greatest benefit to the NASA mission
- Information is accessible, integrated, and actionable
- A reliable, efficient, secure, and well-managed IT infrastructure that customers rely on rather than compete with
- CIOs are seen as credible, trusted partners in solving business problems

National Aeronautics and Space Administration

I^{3}P Acquisition Strategy

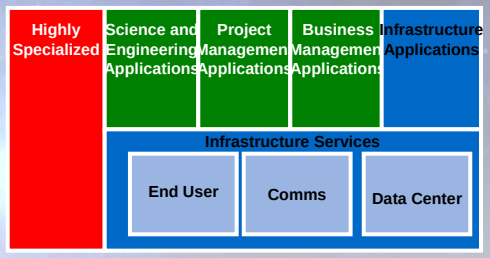
Office of the Chief Information Officer

Mike Bolger

I^{3}P Acquisition Strategy

- The I^{3}P acquisition consolidates NASA's IT Infrastructure requirements
  - End-User services
  - Communications services
  - Data Center Services
  - Web Services
  - Enterprise Applications Services
- Expected Benefits
  - Achieves Cost Savings
  - Enables integration and collaboration
  - Strengthens IT security posture

I^{3}P Acquisition Requirement



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In Scope

End User Services
Desktops, Cell Phone, PDA, Email, calendaring

Web Services
Public Website Hosting, Agency Web Applications

Communications Services
Data, Voice, Video, LAN, WAN

Data Center Services
Application/Data Hosting & Housing

Out of Scope

Science and Engineering Applications
Avionics software, Real-time

Business Management Applications
Enterprise Apps Services

Project Management Applications

Highly Specialized

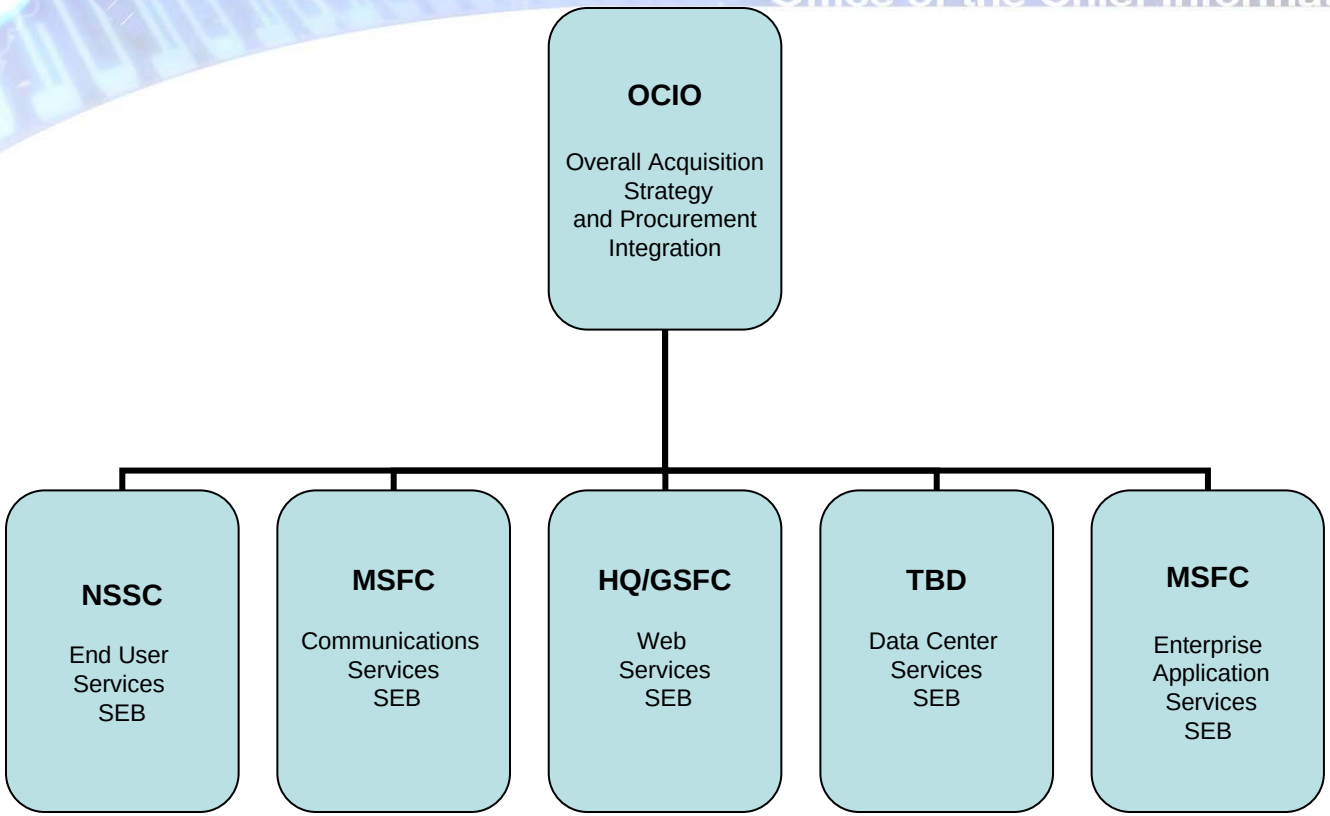
Acquisition Strategy

- Current Contracting Model
  - Multiple services models for service delivery
  - Multiple contracts with overlapping scope
  - Limited economy of scale due to multiple vendors providing services

- Key Changes
  - "Best of Breed" Multisourcing Approach
  - ITIL-based service delivery model
  - Consolidation of IT Infrastructure Requirements

- I3P Acquisition Strategy
  - ITIL provides common language, underpins integration strategy
  - Contract consolidation enables efficiency and economies of scale, facilitates integration and collaboration, and improves end to end network insight

Acquisition Organization



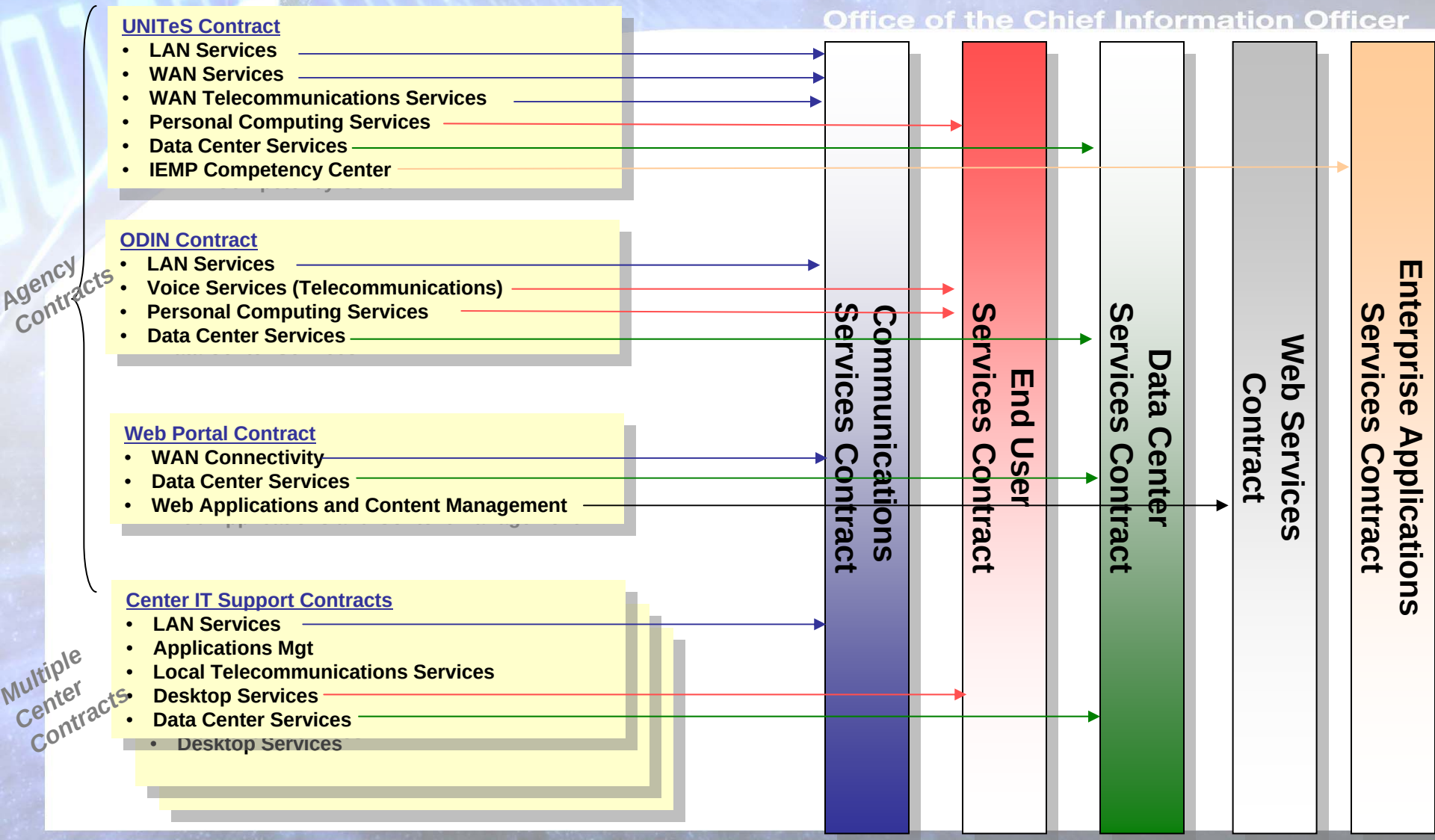
- The I^{3}P acquisition will be made up of 5 component contracts
- Centers have been assigned responsibility

Current Agency-wide Contracts

Location	Contract Name	Contract #	Prime Contractor
HQ/OCIO	NASA Web Portal Services	GS-35F-0627P	eTouch
MSFC	Unified NASA Information Technology Services (UNITeS)	NNM04AA02C	SAIC
NSSC	Outsourcing Desktop Initiative for NASA (ODIN)	NAS5-98145	Lockheed Martin Government Services
NSSC	Outsourcing Desktop Initiative for NASA (ODIN-SOMD)	NAS5-98144	Lockheed Martin Government Services/OAO

The I^3P procurements will succeed these contracts

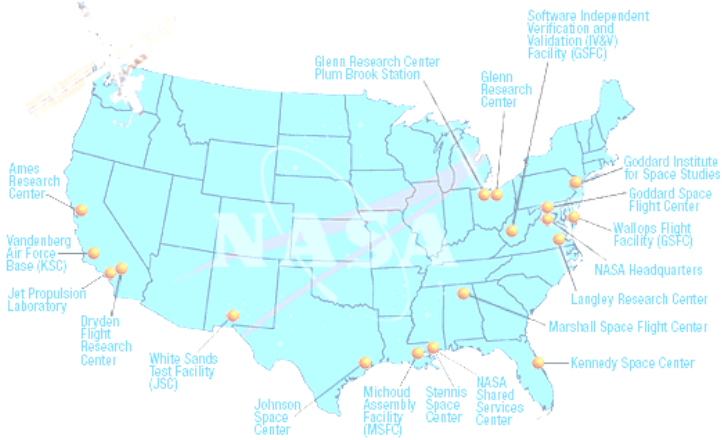
Requirements Mapping



Communications Services

Communications Services

- 3 Wide Area Networks
- >20 LAN's (incl. international connectivity)
- 156,000 Devices Connected
- 200 connections to universities and partners



- Consolidates Wide Area Networks and Local Area Networks into single agency contract
  - Currently, five Centers obtain LAN services through Center IT/Comm contracts → all will transition to the agency Communications Services contract
- Network Consolidation Initiative will be a work in progress at contract inception – transition planning will be provided through the SEB team

Communications Services

- Lead Center: Marshall Space Flight Center (MSFC)
- Current Contracts
  - UNITeS (NNM04AA02C)
  - ODIN (NAS5-98145, NAS5-98144)
  - Center Contracts (available on the web site)
- Technical Point of Contact
  - Brad Solomon (MSFC)
- Notes
  - MSFC local IT/Comm services and Agency Business Application services are not planned to be a part of the Communications Services Contract
  - Networx contract provides circuits (separate contract)

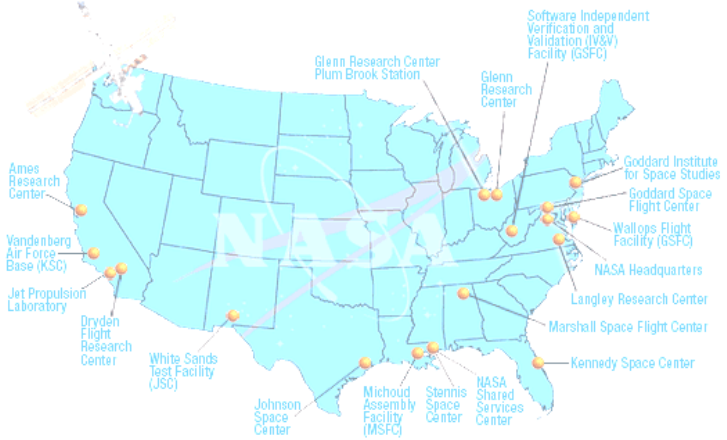
Communications Services

Communication Management and Operations	Asset Management, Availability Management, Capacity Management, Configuration Management, Contingency Planning, Security Management, Service Desk Management, Service Level Management
Network Services	Domain Name Services, Remote Access Services, Shared Services
Voice Services	Mission Voice Services, Telephone Services (Center Option), Voice Over IP Services, Calling Cards
Video Services	Video Over IP Services
Data Services	Routed Data, Custom Data
Collaboration Services	Video Teleconferencing Services (ViTS); Voice Teleconferencing Services (VoTS)

End-User Services

Desktop/End User Services

- 62,000 Users Supported
- 80,000 Desktops/Laptops in agency (38,000 are currently provided by ODIN)
- 8,000 PDAs
- Agency Email: 38K accounts
  - >530K/day messages delivered



- Centers have developed transition plans to move desktop systems to End-user Services contract by 2010
- Server and Storage requirements for End-user service delivery will be provided through the Data Center Services contract in the future
- LANs will transition to Communications Services Contract

End-User Services

- Lead Center: NASA Shared Services Center (NSSC)
- Current Contracts
  - ODIN (NAS5-98145, NAS5-98144)
  - Multiple Program/Project/Institutional contracts at Centers
- Technical Point of Contact
  - Terry Jackson (NSSC)
- Notes
  - ODIN provides LAN services at 5 Centers; LAN services will not be a part of the future End-User Services contract
  - Government leases End-User devices

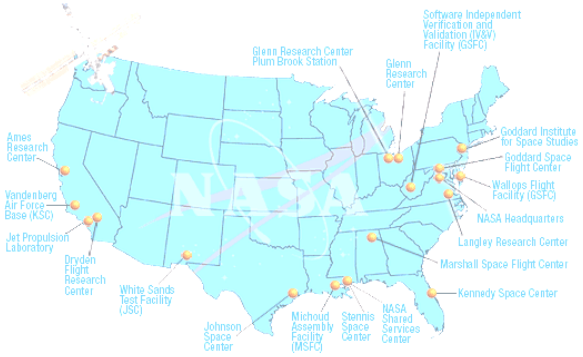
End-User Services

End-User Management and Operations	Asset Management, Availability Management, Capacity Management, Configuration Management, Contingency Planning, Security Management, Service Desk Management, Service Level Management
Personal Computing Services	Desktops/Laptops/Tablets, Science and Engineering/Specialized Workstations
Collaboration Services	Email, Calendaring, Instant Messaging, Web Conferencing
Voice Services	Cellular Services, Desktop Voice Services
Handheld/Mobile	Mobile computing devices, multifunctional devices and tools
Pager Services	Paging devices
Accessories	Hardware, Software, and associated peripheral components
Hardware Disposal	Disposal of obsolete equipment
End-User Training	IT Training

Data Center Services

Data Center Services

- 3 Agency Data Center
- 75 total Data Centers
- 15,000 Servers
- 4,500 Hosted Applications



- Leading option is for contractor to provide hosting, housing, value-added services offsite; however, other options are being considered
- Data Center consolidation will be a ~5 year effort requiring effective transition planning with the Centers
  - Baseline capability:
    - NASA Data Center (NDC) Agency Servers
    - Scientific and Technical Information (STI) Servers
    - Web Portal servers
  - To be consolidated in future:
    - Back office servers
    - Center COOP/DR
    - Additional enterprise applications
    - Program and Center requirements

Data Center Services

- Lead Center: TBD
- Current Contracts
  - UNITeS (NNM04AA02C)
  - ODIN (NAS5-98145, NAS5-98144)
  - NASA Web Portal Services Contract (GS-35F-0627P)
  - Center Contracts (available on the web site)
- Technical Point of Contact
  - Lynn Heimerl (HQ*)
- Other
  - Significant culture change to move NASA applications and data offsite

*currently detailed to HQ

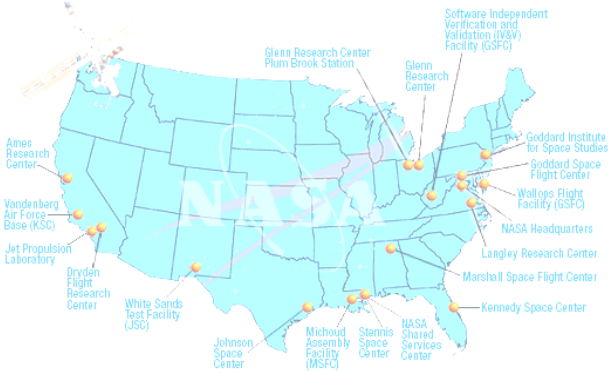
Data Center Services

Data Center Management and Operations	Asset Management, Availability Management, Capacity Management, Configuration Management, Contingency Planning, Security Management, Service Desk Management, Service Level Management
Hosting Services	Computing Services, Data Storage Services, Service Monitoring/Management
Housing Services	Disaster Recovery Services, Network Services, Facilities Services
Value-Added Services	Computer Graphics, Production Control Services, Print Services

Web Services

Web Services (2007)

- 193 million visits
- 14 billion hits
- 1 billion MB of data
  - Peak 55 gigabits/sec
- 6 million webcast streams
  - Peak 433,000 simultaneous connections



- Emphasis on continuing to migrate externally facing web content to Agency Web Services contract
- Current contract includes content management, data center services, and web applications development; data center services will not be included in the new contract

Web Services

- Lead Center: Headquarters/Goddard Space Flight Center (HQ/GSFC)
- Current Contract
  - NASA Web Portal Services Contract (GS-35F-0627P)
- Technical Point of Contact
  - Brian Dunbar (HQ)
- Other
  - www.nasa.gov

Web Services

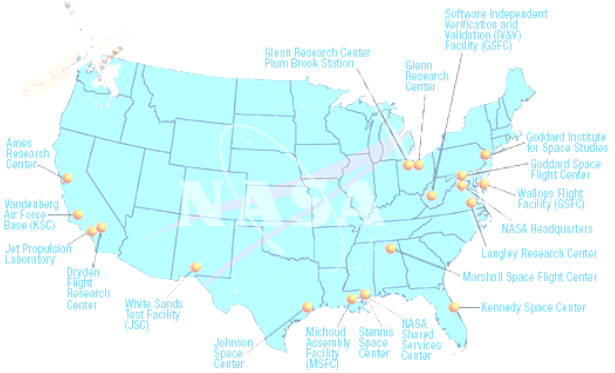
Web Development Services	Design and implementation of web sites
Web Portal	Aggregation of common services for web delivery
Delivery Services	Caching, static and dynamics content, audio and video streaming
Search Services	Discovery of enterprise content
Collaboration Services	Social Network

Enterprise Application Services

Enterprise Application Services

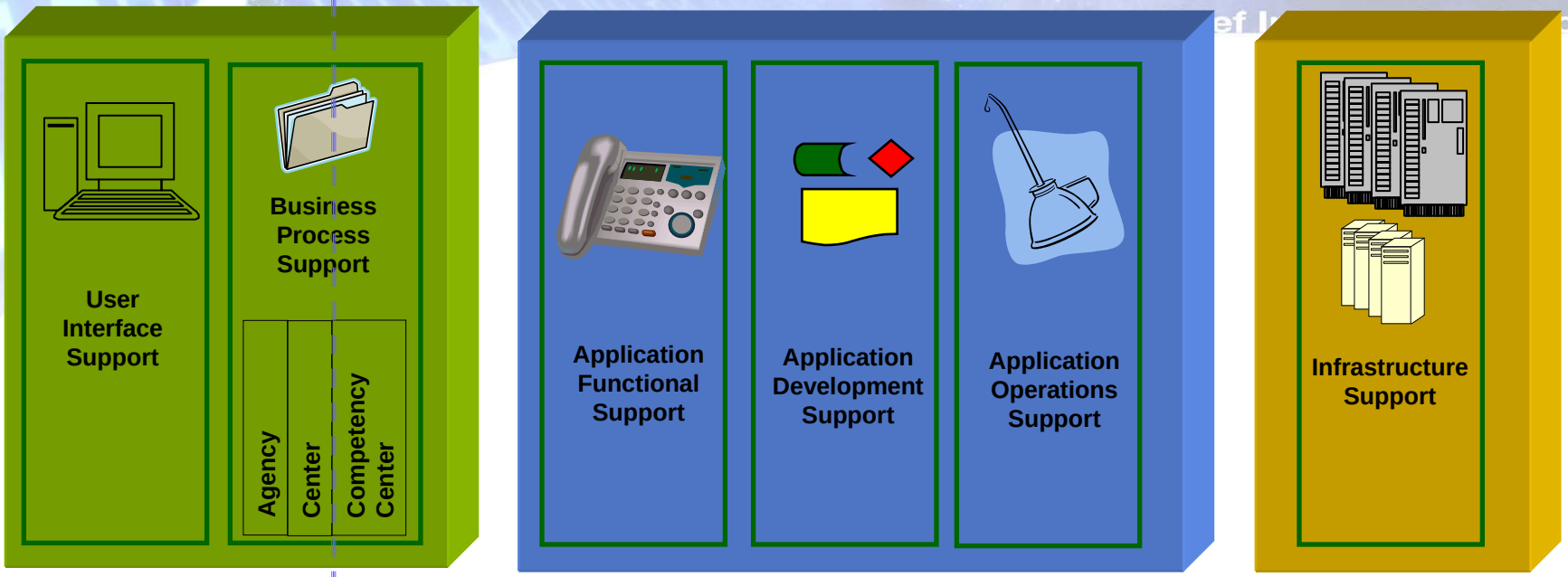
Supporting Agency-wide Business Applications:

- Financial Management
- Human Capital
- Contract Management
- Asset Management
- Business Information Delivery
- E-Government Initiatives
- Identity & Access Management



- Provides support services for applications within the Competency Center
  - Initially established to support Integrated Enterprise Management Program (IEMP) projects during operations
  - Recently, scope has expanded to include non-IEMP applications
- Potential exists to add additional applications at a later time depending on how the Agency portfolio process unfolds

Competency Center Model



- The Competency Center is a support organization (civil servant and contractor) at the Marshall Space Flight Center (MSFC)
- Provides functional, application delivery and infrastructure operations to several NASA mission support organizations to achieve vertical and horizontal end-to-end integrated processes that support NASA's mission.

Enterprise Applications Services

- Lead Center: Marshall Space Flight Center
- Current Contract
  - UNITeS (NNM04AA02C)
- Technical Point of Contact
  - Amy Stapleton (MSFC)

Competency Center Services

Service Level Management

- Remedy Services
- Service Requests
- SLA/OLAs
- Root Cause Analysis

Module Project & Operations Integration

eTravel

IAM

HCIE

Operations

Quality Assurance

- Requirement Management
- Test Management
- Test Automation
- Agile Project Management

Application Development

- Business Intelligence
- Web Applications
- Application Integration
- COTS Enhancements

Application Business Process & Application Functional Support

- Enterprise Release Management
- Data Mining
- Service Requests
- Integration
- Business Architecture

Competency Center

Business Management
- Budget Planning & Execution
- Acquisition Planning & Execution
- Vendor Management

Infrastructure Support

300 Windows & Unix Servers

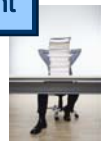
- NASA Data Center (NDC)
- Enterprise Architecture
- Technology Refresh
- Storage Management
- Disaster Planning
- Systems Monitoring

Business Readiness

- Event Planning
- Communications
- Project Management Support
- Training
- Course Development
- EPSS
- SATERN
- i-View

Performance Management

- Tuning
- Capacity Planning
- Vendor Support



Security/Audits

- User Profiles
- Account Management
- Systems
- Security Planning

24/7 Severity 1 Support

Acquisition Process

- The SEBs for the component contracts will follow the Federal Acquisition Regulations (FAR) and the NASA FAR Supplement (NFS)
- No decisions have been made regarding small business goals, contract structure, contract length or source selection criteria → those decisions will be made at the Procurement Strategy Meeting (NASA only) for each component contract sometime in the Fall timeframe

Acquisition Insight

- There will be approximately the same number of agency IT contracts before and after the I^3P acquisitions
  - Some services (e.g. LAN, Data Center) will be transitioned from Center IT/Comm contracts to I^3P Contracts…however Centers will still have IT/Comm contracts to meet certain local needs not covered by the I^3P Acquisition

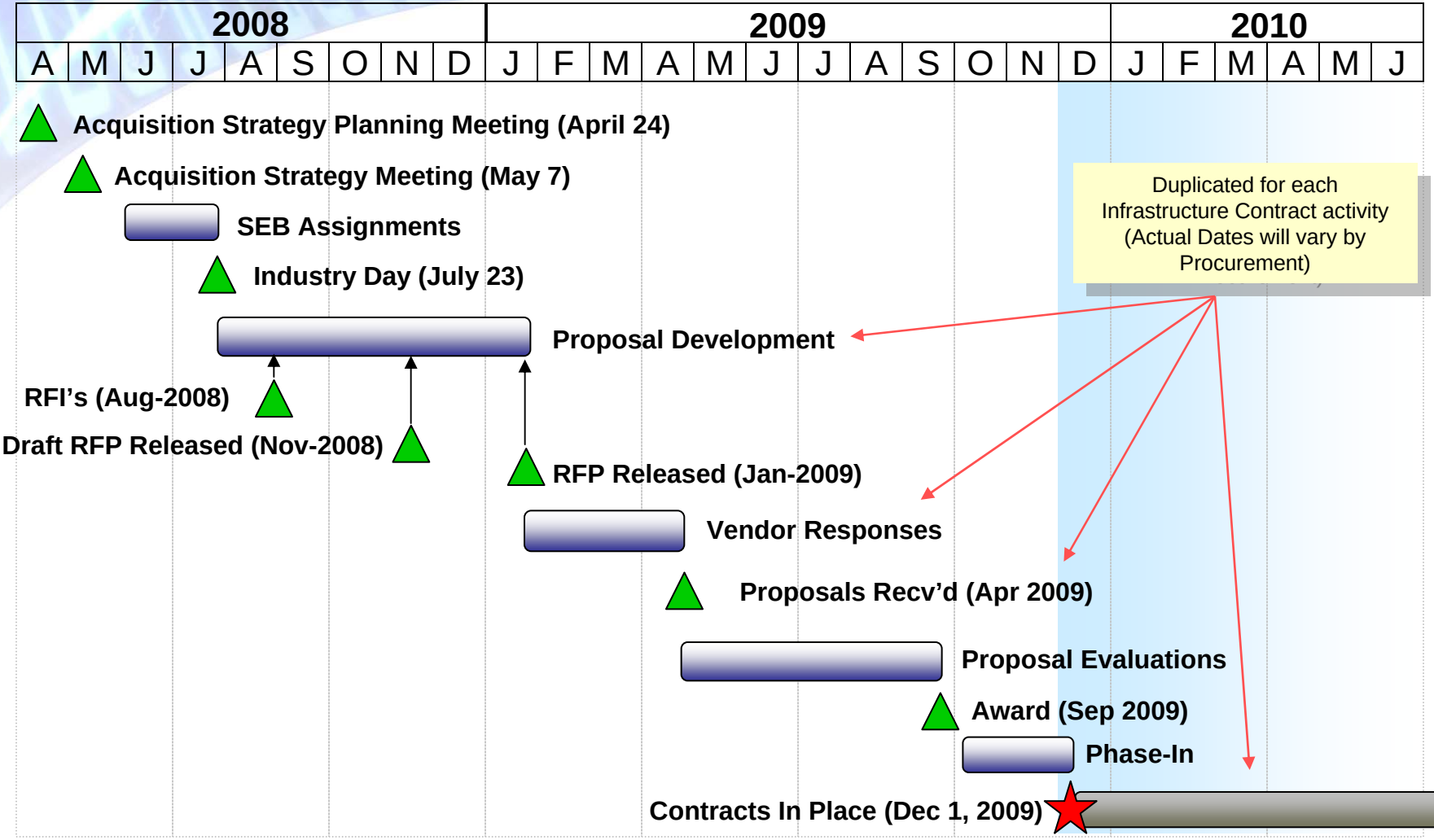
- Small Business programs will be considered throughout this acquisition

Source Selection Criteria

- NASA Source Selection Criteria (NASA FAR Supplement 1815.304-70)
  - Mission Suitability
  - Cost/Price
  - Past Performance

- The relative weights of these criteria will be approved at the NASA Procurement Strategy Meetings

I^{3}P Master Schedule



Summary

- NASA is consolidating IT Infrastructure Service requirements in 5 agency-wide procurements to be announced soon
- Source Evaluation Boards are being established at MSFC, NSSC, HQ, and maybe one additional center
- RFPs are planned to be issued in January 2009, with new contracts expected to be in place by December, 2009
- The procurements will preserve NASA's partnership with both large and small business interests

National Aeronautics and Space Administration

Small Business Perspective

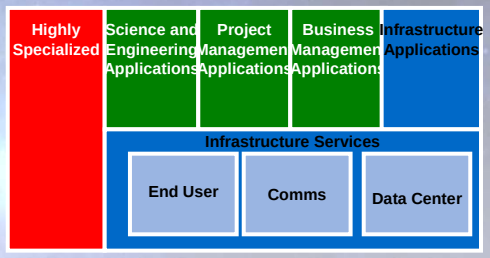
Office of the Chief Information Officer

Glenn A. Delgado
Assistant Administrator
Office Of Small Business Programs

Small Business Concerns

- Bundling Concerns
- Teaming Concerns
- Possibilities of Set-a-Sides
- Additional Opportunities outside of this Procurement
- Responding to Market Surveys / RFI
- Small Business will be important in the solicitations
- Small Business Specialist will be assigned to each procurement
- Follow website and work with the assigned SBS

I³P Acquisition Scope



Office of the Chief Information Officer

In Scope

End User Services
Desktops, Cell Phone, PDA, Email, calendaring

Web Services
Public Website Hosting, Agency Web Applications

Communications
Data, Voice, Video, LAN, WAN

Data Center
Application/Data Hosting & Housing

Additional SB Opportunities

Science and Engineering Applications

Business Management Applications

Enterprise Apps Services

Project Management Applications

Center IT Infrastructure Contracts

Mission/Center-unique Voice, Video, Data Services; Institutional Applications & Web Services; Phone Switches, Cable Plant; Library; Print & Admin Services; Other

Highly Specialized

Avionics software, Real-time Control Systems, Onboard Processors, Deep Space Network

Center IT Infrastructure Contracts (current)

Note: not a complete list

Location	Contract Name	Contract Name (short)	Contract #	Prime Contractor	Center POC (typically CO)	Type	End Date -- thru all options
ARC	Ames-Consolidated IT Services Task Order	ACITS	NNA04AA18B	QSS Group	Ameka Ali	8a	10/14/2008
DFRC	Research Facilities and Engineering Support Services	RF&ESS	NAS4-00047	Arcata Associates	Don Shehane	SB	8/1/2012
GRC	Professional, Administrative, Computational and Engineering Support Services	PACE III	TBD	TBD - in final stages of SEB	Leahmarie Stervagi	8A/SDB	8/1/2013
GSFC	Business Application and Sustaining Engineering	BASE	NAS5-02038	Indus	Jennifer LaMonte	8a	10/31/2008
HQ	Headquarters Information Technology Support Services	HITSS	NNH06CC93B	Indyne	Karen Smith	LB	5/31/2011
JSC	JSC Enabling Technology and Security	JETS	NNJ04JA53C	MEI Technologies	Frances Mahan	8a	8/31/2009
JSC	JSC Information Management and Media Services	JIMMS	NNJ04JA52C	Tessada	Keshia Guinn	SB	8/31/2009
KSC	Kennedy Integrated Communications Services	KICS	NAS10-03111	InDyne	Valencia Mitchell	SB	9/30/2008
KSC	Joint Base Operations Support Contract	JBOSC	NAS10-99001	SGS	Bryce Collins	LB	9/30/2008
LaRC	Consolidated Information Technology Services	CONITS	GSA GS-00T-99-ALD-0209	Raytheon	Fran Rissinger	LB	4/27/2009
MSFC	Unified NASA Information Technology Services	UNITeS	NNM04AA02C	SAIC	Jeffrey S. Jackson	LB	11/30/2009
NSSC	NASA Shared Services Center	NSSC	NNX05AA01C	CSC	Terry Jackson	LB	5/31/2015
SSC	Information Technology Services	ITS	NNS04AB54T	CSC	Gerald Norris	LB	8/31/2009

National Aeronautics and Space Administration

Questions and Answers

Questions and Answers

- Please submit questions on the index cards provided
- Our team will perform a quick review and answer a subset of the questions based on relevance to the group as a whole
- We will reconvene in 40 minutes to read answers

National Aeronautics and Space Administration

Closing Remarks

Path Forward*

• Stand-up SEBs	Jul-08
• RFIs	Aug-08
• Procurement Strategy Meetings	Sep-08
• Draft RFP	Nov-08
• Final RFP	Jan-09

* Tentative plan

I^{3}P Website

- We will continue to post information to the I3P website
  - Industry Day slides
  - Top level procurement schedule
  - Contact Information
  - Questions and Answers
  - Interested Parties List
  - Other Technical Information

http://i3p-acq.ksc.nasa.gov/i3p/default.cfm


Thank You!